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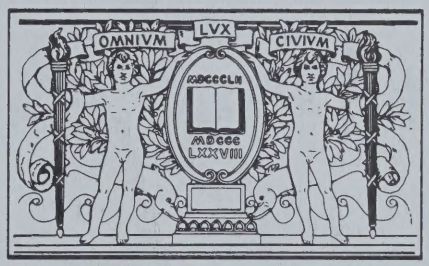

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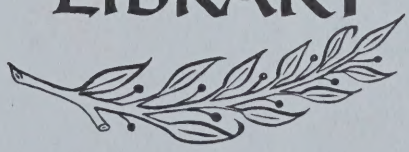

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Progress Report on Strategic Goals for the BOSTON PUBLIC LIBRARY

C - To Provide and Preserve Access to Information and Collections
L - To Be Center for, and Facilitator of, Lifelong Learning
S - To Continuously Strive for and Improved Service to the Public

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1

S6. f *By June 2000, The Boston Public Library telephone directory will be put online.*

Champion: Patrick Cafferty

Start Date:	04/05/2000
Desired Completion Date:	06/30/2000
Completed:	06/30/2000

Action Steps: Set up Telephone Committee, develop Telephone database in excel or access, disseminate to staff and migrate to intranet.

Results/Benefits:

An informed staff will provide enhanced service.

2

C5. *By July 2000, the Boston Public Library will have a system-wide preservation team.*

Champion: Katherine Dibble

Start Date:	07/06/1999
Desired Completion Date:	07/01/2000
Completed:	07/01/2000

Action Steps: The System-Wide Preservation Team will thoroughly acquaint itself with the Preservation Self-Study completed by the Library in 1991, the suggestions put forth for the Boston Public Library Preservation Team by interested staff in July, 2000, statistics on current Library preservation activities, and other background information. The Team will consult with other members of the Library's staff and experts in preservation and finance from other institutions and groups. The Team will be expected to update the Strategic Process Team on a quarterly basis, with the first report on October 1, the next on January 2, the next on April 1, and the Preservation Policy completed by July 31, 2001.

Results/Benefits:

The creation of the team will position the Library to seek additional funds for preservation activities, will ensure that all staff and users are aware of sound preservation practices and will form the basis for setting preservation policy. In addition, will preserve value materials.

3

C6. *By July 2000, the Boston Public Library will begin to address the need for both the current and long term accessibility of all library materials including traditional and electronic formats.*

Champion: Patrick Cafferty, Katherine Dibble

Start Date:	06/05/2000
Desired Completion Date:	07/01/2000
Completed:	

Action Steps: Refer to C6 a-e

Results/Benefits:

Refer to C6 a-e

4

C2. *By July 2000, the Boston Public Library will have a Retrospective Conversion Team.*

Champion: Katherine Dibble, Ruth Kowal

Start Date:	06/12/2000
Desired Completion Date:	07/31/2000
Completed:	07/01/2000

Action Steps: Team has been assembled and charter has been created.

Results/Benefits:

Provide single point of access both internally and remotely. Speeds up responding to public inquiries. Will facilitate the inventory process.

5

C4. *By July 2000, the Boston Public Library will begin to educate the staff and public about the depth and breadth of library services and collections.*

Champion: P.A. d'Arberloff, David Young, Katherine Dibble

Start Date:	06/26/2000
Desired Completion Date:	07/31/2000
Completed:	

Action Steps: Refer to C4 a-c (On-Going)

Results/Benefits:

Refer to C4 a-c

6

C7. a *By July 2000, the Boston Public Library will have a system-wide reference team responsible for the development and improvement of reference and research services.*

Champion: Katherine Dibble

Start Date:	06/20/2000
Desired Completion Date:	07/31/2000
Completed:	07/01/2000

Action Steps: Review present provision of reference service in the branches, General Library, Research Library for all age levels. Recommend policies and procedures for improving present provision of service with the goal of ensuring completeness and accuracy of response to all reference questions and ensuring that all resources of BPL and other libraries/sources are used as necessary. Plan and implement documentation of policies and procedures. Research existing national standards for provision of reference services. Recommend standards for adoption at the Boston Public Library which will best serve the purpose of #2. Plan implementation of those standards, including any staff training

Results/Benefits:

Reference and Research Services will be made more consistent throughout the Library System. In addition, quality standards will be put into place.

7

C8. a *By August 2000, the Boston Public Library will have a Webmaster in place.*

Champion: Patrick Cafferty, Kathleen Kirleis

Start Date:	06/15/2000
Desired Completion Date:	08/30/2000
Completed:	

Action Steps: Interview vendors, select vendor, develop scope of services and initiate work. Work should be completed by the end of February.
In parallel, the WEB Team will develop position description. Senior Management will identify potential sources of funds, advertise and hire.

Results/Benefits:

By enhancing BPL WEB, the public will be better able to find the resources they require.

8

C1. *By September 2000, the Boston Public Library will begin implementation of a library-wide materials security system.*

Champion: K. Kirleis

Start Date:	01/20/1998
Desired Completion Date:	09/29/2000
Completed:	09/25/2000

Action Steps: RFP has been reviewed and approved by City Hall Law and Procurement. RFP was advertised on 09/10/2000, 3Mr selected and then confirmed by Trustees. Remaining funding for project is in the Library's FY2002 Capital funding request. Implementation of project began on 01/23/2001.

Results/Benefits:

Secure and safe-guard assets. Improve service to patrons. Minimize the cost of replacements.

9

S7. *By September 2000, the Boston Public Library will have an information and orientation desk in both the Johnson and McKim lobbies staffed all hours of public service. Near these desks, and in all branch lobbies, will be event boards.*

Champion: Ruth Kowal, Katherine Dibble

Start Date:	07/12/2000
Desired Completion Date:	09/30/2000
Completed:	

Action Steps: Analyze infrastructure, determine staffing needs, investigate electronic events board and identify traditional paper events board.

Electronic events board has been installed. Training will take place during the week of January 29, 2001. Information/Orientation desks will be staffed starting February 15, 2001.

Results/Benefits:

Persons using the Copley Square facilities will get information about where in the Library they can find the resources they need as soon as they enter. Information about events taking place will be easily seen.

10

C6. a *By October 2000, the Boston Public Library will complete a system-wide collection development policy.*

Champion: Katherine Dibble, Gunars Rutkovskis

Start Date:	08/05/1999
Desired Completion Date:	10/01/2000
Completed:	09/19/2000

Action Steps: Draft Policy developed and reviewed. Incorporating edits. Completed.

Results/Benefits:

Staff will have a guide to use in selecting materials. The Library will be in compliance with Board of Library Commissioners' requirement to have a plan on for all libraries.

11

S10 *By December 2000, the Boston Public Library will have a team charged with the coordination of the selection and acquisition of world language materials, and improving bibliographic access to this collection.*

Champion: Ruth Kowal, Katherine Dibble

Start Date:	05/10/1998
Desired Completion Date:	12/31/2000
Completed:	

Action Steps: Analyze demographics, prioritize languages, develop acquisition strategy and begin to acquire. Volunteers have been identified/contacted and will meet during the first week in February.

Results/Benefits:

The Library will respond to the needs of Boston's large immigrant population by having available materials in world languages.

12

C2. a *By January 2001, the development of a Retrospective Conversion Plan.*

Champion: Ruth Kowal

Start Date:	06/12/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: 9/15 Draft preliminary "statement of value" and identification of issues, 10/15 Report on overall scope of project, 11/15 Preliminary report on various process options, 12/15 Report on timeline and potential funding sources, 1/15 Elements of the marketing plan, and presentation of the complete draft plan, 1/30 Wrap-up meeting with SPT to review Plan and lay out next steps in process.

Results/Benefits:

Provide single point of access both internally and remotely. Speeds up responding to public inquiries. Will facilitate the inventory process.

13

C4. a *By January 2001, the Boston Public Library will implement a program so that all staff will know what the library does, what makes it unique, and how to get resources and information.*

Champion: P.A. d'Arberloff, Katherine Dibble

Start Date:	06/26/2000
Desired Completion Date:	01/31/2001
Completed:	01/31/2001

Action Steps: Initiated "Did You Know" for staff completed. Orientation program for employees has commenced. Reference Team has begun to develop materials for staff and public which will be a on-going initiative.

Results/Benefits:

An informed staff will provide enhanced service. An informed public will be able to take advantage of Library resources.

14

C6. b *By January 2001, the Boston Public Library will have implemented standards which expedite the processing of materials.*

Champion: Ruth Kowal

Start Date:	01/10/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Develop Technical Services Team. Analyzed current practices. Make modifications to expedite process. Staff is working with consultant to analyze workflows in order to make tasks run more efficient resulting in better service to the public. Analysis has been completed in Cataloging and Materials Handling; Serials and Acquisitions are underway.

Results/Benefits:

Expedite the access to recently acquired materials.

15

C6. c *By January 2001, the Boston Public Library will have a system in place that has the capability of electronically responding to questions by transferring information within 48 hours of request.*

Champion: Patrick Cafferty, Katherine Dibble, Dee Brennan

Start Date:	10/01/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Analyzed current practices. Make modifications to expedite process. Develop specification for required equipment.

Analyze current practices. Make modifications to expedite process. Develop specification for required equipment. Currently in the process of implementing Iliad, a WEB based request and delivery mechanism. Patrons will be able to request material through a WEB interface and then received back, through the same interface materials that have been scanned by the Library.

Results/Benefits:

Extend reference services to the public at all Library Facilities.

16

C6. d *By January 2001, the Boston Public Library will establish a plan for the application of digital technologies.*

Champion: Katherine Dibble, Ruth Kowal, Patrick Cafferty

Start Date:	07/14/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Analyze existing technology, identify types and quantities of materials, develop specifications, determine funding source and initiate pilot program. A LSTA Grant has been submitted through the Mass. Board of Library Commissioners to initiate the pilot program.

Results/Benefits:

Greater accessibility to materials and preservation of source documentation.

17

C8. b *By January 2001, the public will be able to access BPL resources and the Internet, using their own computer equipment with Boston Public Library facilities.*

Champion: Patrick Cafferty

Start Date:	06/15/1999
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Audit Library Facilities and develop network engineering plan, file for federal grant, identify public peripherals and initiate pilot program. Meeting with Vendor on January 24, 2001. Will complete by end of March due to inability to schedule vendor based on late notification of Federal Funds.

Results/Benefits:

By enhancing free access to the internet and initiating mobile computing within Library Facilities, the public will have grater access to Library materials.

18

C9. *By January 2001, the Boston Public Library will open the Periodicals Reference Center in the McKim Building.*

Champion: Katherine Dibble

Start Date:	06/05/1999
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Agree on location, design layout, identify funds, construct infrastructure and implement. Due to budget constraints, completion date will need to be re-evaluated. However, minimal staffing is set up to commence on February 15, 2001.

Results/Benefits:

The public will be able to go to one centralized location in order to get information about or from periodicals. In addition, there will be dedicated staff to facilitate the information gathering process.

19

L3. *By January 2001, the Library will have developed a variety of materials and programs to teach information literacy to people of various ages, backgrounds, and stages of learning.*

Champion: Katherine Dibble

Start Date:	10/01/2000
Desired Completion Date:	01/31/2001
Completed:	01/24/2001

Action Steps: The Library has started to develop and circulate variety of materials and programs to teach information literacy to people of various ages, backgrounds, and stages of learning.

Results/Benefits:

The Library will be a leader in teaching what quality information is available and the best way to access it.

20

L4. *By January 1, 2001, the Boston Public Library will host collaborative programs to share strategies and enhance outreach services throughout the city.*

Champion: Katherine Dibble

Start Date:	08/15/1999
Desired Completion Date:	01/31/2001
Completed:	01/24/2001

Action Steps: The Library has developed liaisons with City and Community Leaders, reviewed services and developed/implemented a strategy to enhance services throughout the City.

Results/Benefits:

The Library will be in a leadership position to help City agencies and other organizations develop cooperative programs and avoid unnecessary duplication of efforts.

21

S3. *The Boston Public Library will work with the Boston Public Library Foundation and other library support groups to develop a plan by January 2001, to collaborate, coordinate and capitalize on external funding opportunities.*

Champion: Bernard Margolis

Start Date:	07/05/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Provide the BPL Foundation with the Library's Strategic Plan and work with them to develop BPL Foundation Strategic Plan to meet the needs of the Library. Discussions are on-going.

Results/Benefits:

Additional funds will enhance existing services and provide additional resources to the public.

22

S4. *By January 2001, the Boston Public Library will have ongoing customer service training for all library staff.*

Champion: Katherine Dibble, David Young

Start Date:	07/05/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Identify service areas, analyze existing level of competency, develop customer service specification, identify training process, find funding source and implement. Training Committee is developing recommendation for Minimum Computer Competency Training and Public Service Training.

Results/Benefits:

All staff members will maintain a customer first attitude and users will find the Library a pleasant and friendly environment. On going training will improve services to the public.

23

S4. a *By January 2001, a full-time training coordinator will be hired for this and other BPL staff training efforts.*

Champion: David Young

Start Date:	08/25/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Identify funding for position, develop position description, advertise position and hire training coordinator. Due to budget constraints, completion date will need to be re-evaluated.

Results/Benefits:

Additional funds will enhance existing services and provide additional resources to the public. Priorities for training will include customer service, multi-cultural sensitivity, work efficiencies, management techniques and technology.

24

S5. *By January 2001, the Boston Public Library will complete an Americans With Disabilities Act (ADA) compliance plan. Part of this plan will addresses access and non-assisted entry into all library facilities.*

Champion: Ruth Kowal, Worth Douglas

Start Date:	07/05/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Analyze existing conditions, identify any ADA or Code issues, develop Facilities Plan, investigate budget impact and prioritize/implement projects.

Draft plan will be completed in March, 2001. A LSTA proposal has been submitted to the Mass. Board of Library Commissioners. On going discussions are taking place with the City regarding compliance issues.

Results/Benefits:

Facilities will be more accessible.

25

S6. *By January 2001, the Boston Public Library will develop an employee handbook, including an Organizational chart, to orient and inform new employees to the services, organization, mission and values of the Boston Public Library.*

Champion: Ruth Kowal, David Young

Start Date:	06/15/2000
Desired Completion Date:	01/31/2001
Completed:	

Action Steps: Review City and other Public Library employee handbooks, develop draft, seek and incorporate appropriate comments, finalize draft and submit to Trustees for review on 01/23/2001.

Results/Benefits:

An informed staff will provide enhanced service.

26

C2. b *By February 2001, the Retrospective Conversion plan will be initiated.*

Champion: Ruth Kowal

Start Date:	01/01/2001
Desired Completion Date:	02/28/2001
Completed:	

Action Steps: On 1/30/2001, wrap-up meeting with SPT to review Plan and lay out next steps in process.

Final report has been submitted to SPT, plan is now being reviewed by other staff.

Results/Benefits:

Provide single point of access both internally and remotely. Speeds up responding to public inquiries. Will facilitate the inventory process.

27

S1. *By July 2001, the Boston Public Library will establish standards of performance for all staff, and provide the tools and training necessary.*

Champion: Ruth Kowal

Start Date:	07/10/1999
Desired Completion Date:	07/01/2001
Completed:	

Action Steps: In concert with Management, Unions and staff, the Library has developed Employee Performance Evaluation System. Implementation will be phased in over one year period.

Results/Benefits:

By developing standards of performance and providing necessary tools/training, services to the public will be optimized.

28

C4. d *By July 2001, the Boston Public Library will initiate an outreach program to disseminate the same information to other libraries and institutions.*

Champion: Katherine Dibble, P.A. d'Arberloff

Start Date:	01/05/2001
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Review material developed for staff and public, augment for use with other Libraries/Institutions, identify available funds and initiate program.

Results/Benefits:

Informed Libraries and Institutions will be able take advantage of additional resources and services.

29

C6. e *By July 2001, the Boston Public Library will provide access to remotely stored materials Monday through Saturday and allow for the delivery of monographs within six business hours and articles within two business hours.*

Champion: Katherine Dibble, Ruth Kowal

Start Date:	01/08/2001
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Analyze current process, determine if additional resources are required, review budget impact and develop delivery schedule.

Results/Benefits:

Greater accessibility to materials will enhance service to the public. In addition, by taking less time to get materials to individuals, more material will be accessible to the public.

30

C7. *Beginning July 2001, the Boston Public Library will work collaboratively within the library structure to promote high quality services to all our constituencies.*

Champion: Katherine Dibble

Start Date:	06/05/2000
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Refer to C7 a-c

Results/Benefits:

Refer to C7 a-c

31

C8. c *By July 2001, the Boston Public Library will have a calendar of events and room booking systems accessible via the Web.*

Champion: Patrick Cafferty

Start Date:	08/11/2000
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Analyze needs, determine available funds, review off-the-shelf packages and implement system.

Results/Benefits:

Streamlining the current process and providing review capability via the internet will enhance service to the public.

32

L1. *By July 2001, the Boston Public Library will have a children's librarian assigned to each branch library and a young adults librarian assigned to work within each district.*

Champion: Katherine Dibble

Start Date:	07/01/2000
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Identify branches that have vacancies or need position created, check budget impact, advertise positions, interview candidates and hire.

Results/Benefits:

By familiarizing children with the resources of the library, developing reading programs and fostering a learning environment, the Library will be contributing to the overall development of the children of the Community/City/State.

33

L2. *By July 2001, the Boston Public Library will have year-round branch library services Monday through Thursday evenings and all day Saturdays in each district.*

Champion: Katherine Dibble

Start Date:	01/01/2001
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Analyze current process, determine if additional resources are required, review budget impact and develop program.

Results/Benefits:

Patrons will be able to access Library services within a district nightly Monday through Friday and all day Saturday.

34

S2. *By July 2001, the Boston Public Library will have a plan for the ongoing care and refurbishing of all library facilities, which includes updating equipment and furnishings for staff and public use.*

Champion: Ruth Kowal

Start Date:	01/05/2001
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Analyze existing conditions, develop Facilities Plan, investigate budget impact and prioritize/implement projects.

Results/Benefits:

Assets will be protected, facilities will be more accessible and staff productivity will increase.

35

S2. a *By July 2001, the Boston Public Library will implement a plan for 24-hour/7-day-a-week care, support and management of all its facilities.*

Champion: Ruth Kowal

Start Date:	01/05/2001
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Analyze current process, develop plan for 24/7 coverage, investigate budget impact and implement.

Results/Benefits:

Assets will be protected, facilities will be more accessible and staff productivity will increase.

36

S3. a *By July 2001, the Boston Public Library will hire a grant writer to augment the grant-writing capacities of the Boston Public Library Foundation.*

Champion: Bernard Margolis

Start Date:	06/10/2000
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Identify funding for position, develop position description, advertise position and hire grant writer.

Results/Benefits:

Additional funds will enhance existing services and provide additional resources to the public.

37

S5. a *By July 2001, there will be fully accessible and non-assisted entry into or between the Johnson and McKim buildings.*

Champion: Ruth Kowal, Worth Douglas

Start Date:	07/05/2000
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Analyze existing conditions, develop plan, investigate budget impact and implement project.

Results/Benefits:

Facilities will be more accessible.

38

S5. b *By July 2001, where possible, the Boston Public Library will have designated handicapped parking at each facility.*

Champion: Ruth Kowal, Worth Douglas

Start Date:	01/01/2001
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Analyze existing conditions, develop plan, investigate budget impact and implement project.

Results/Benefits:

Facilities will be more accessible.

39

S9. *By July 2001, the Boston Public Library will install panic alarms connected to the Boston Municipal Police in all library facilities.*

Champion: Ruth Kowal

Start Date:	07/01/2000
Desired Completion Date:	07/31/2001
Completed:	

Action Steps: Review facilities, identify funds and installed panic alarms.

Results/Benefits:

Safety will be improved at the facilities.

40

C4. b *By December 2001, the Boston Public Library will have an easy-to-use, quick reference aid/guide, in print and on the library's website, for staff, the public and other libraries to use to find library resources.*

Champion: Katherine Dibble

Start Date:	01/04/2001
Desired Completion Date:	12/31/2001
Completed:	

Action Steps: Reference Team will develop content, Communications Department will create material and Web Programmer will incorporate into BPL WEB.

Results/Benefits:

An informed staff will provide enhanced service. An informed public will be able to take advantage of Library resources.

41

C4. c *By January 2002, the Boston Public Library will create a plan that focuses on the active dissemination of information to the community about new resources in the collection.*

Champion: Katherine Dibble, P.A. d'Arberloff

Start Date:	09/05/2000
Desired Completion Date:	01/31/2002
Completed:	

Action Steps: Community Services Department will work with Communications Department to develop material and identify distribution channel.

Results/Benefits:

An informed staff will provide enhanced service. An informed public will be able to take advantage of Library resources.

42

S8. *By January 2002, the Boston Public Library will develop a career ladder system to provide for advancement for all staff.*

Champion: Ruth Kowal, David Young

Start Date:	07/05/2000
Desired Completion Date:	01/31/2002
Completed:	

Action Steps: Analyze organizational structure and review existing contracts/grading schemes.

Results/Benefits:

The Library will be able to attract and retain employees.

43

L5. *L5 - By July 2002, each neighborhood library will have an area designated for young adults housing separate seating, computers and well designated collections of print, video, audio, and CD-ROM materials.*

Champion: Katherine Dibble

Start Date:	07/30/2001
Desired Completion Date:	07/30/2002
Completed:	

Action Steps: Review facility plans, analyze existing equipment/materials, determine budget impact, create plan and implement.

Results/Benefits:

By enhancing services to young adults, the library will be contributing to the educational process that will be facilitating future employment or higher education.

44

C7. b *By July 2002, the Boston Public Library will have walk-around librarians, and have Library Guides available to the public.*

Champion: Katherine Dibble

Start Date:	01/01/2002
Desired Completion Date:	07/31/2002
Completed:	

Action Steps: Analyze existing staffing and their scheduled work areas, review budget impact and initiate pilot program.

Results/Benefits:

By having Librarians more accessible, the answering of questions and the dissemination of materials will be expedited.

45

C7. c *By July 2002, the Boston Public Library will offer information reference service 24 hours a day, 7 days a week.*

Champion: Katherine Dibble, Patrick Cafferty

Start Date:	01/01/2002
Desired Completion Date:	07/31/2002
Completed:	

Action Steps: Analyze current process, determine if additional resources are required, review budget impact and develop delivery schedule.

Results/Benefits:

Greater accessibility to materials will enhance service to the public.

46

C8. d *By July 2002, the Boston Public Library will have an automated Integrated Library System (ILS) in place that incorporates acquisitions, serials, cataloguing, circulation control and Online Public Access Catalog (OPAC).*

Champion: Katherine Dibble, Ruth Kowal, Patrick Cafferty

Start Date:	06/25/2000
Desired Completion Date:	07/31/2002
Completed:	

Action Steps: Review current systems, determine required functionality, develop RFP, prepare documentation for State Grant, identify matching funds, develop training program and implement system.

Results/Benefits:

Improve service to the public and minimize operating cost by migrating from multiple legacy systems to an integrated system.

47

C8. *By January 2003, the Boston Public Library will have a comprehensive, easy-to-use, single-point-of-access to the electronic resources of the library.*

Champion: Katherine Dibble, Ruth Kowal, Patrick Cafferty

Start Date:	09/08/2000
Desired Completion Date:	01/31/2003
Completed:	

Action Steps: Refer to C8 a-e

Results/Benefits:

Refer to C8 a-e

48

C8. e *By January 2003, patrons and staff will be able to search across multiple databases with a single search query.*

Champion: Patrick Cafferty

Start Date:	07/01/2000
Desired Completion Date:	01/31/2003
Completed:	

Action Steps: Integrate library systems, analyze internal and external databases, develop/contract WEB interface and implement.

Results/Benefits:

By providing one-stop-shopping approach to library resources, the public will spend less time searching and more time comprehending.

49

L6. *By January 2003, there will be regularly scheduled book delivery and pick-up for every homebound individual in the city who requests it.*

Champion: Ruth Kowal

Start Date:	01/01/2002
Desired Completion Date:	01/31/2003
Completed:	

Action Steps: Analyze current process, determine if additional resources are required, review budget impact and develop delivery schedule.

Results/Benefits:

Greater accessibility to materials will enhance service to the public.

50

L7. *By January 2003, the Boston Public Library will compile and deliver via its website current information on community and neighborhood resources.*

Champion: Katherine Dibble, Patrick Cafferty

Start Date:	01/05/2002
Desired Completion Date:	01/31/2003
Completed:	

Action Steps: Analyze needs, determine available funds, review off-the-shelf packages and implement system.

Results/Benefits:

Stream lining the current process and providing review capability via the internet will enhance service to the public.

51

C3. *By January 1, 2004, the Boston Public Library will have combined all materials currently stored off-site into one new publicly accessible facility, The Boston Heritage Center.*

Champion: Bernard Margolis

Start Date:	07/05/2000
Desired Completion Date:	01/31/2004
Completed:	

Action Steps: Siting study, design and construction.

Results/Benefits:

Provide proper environmental conditions. Expedite borrowing. Centralize all offsite storage.

52

C2. c *By February 2006 the Retrospective Conversion plan will be complete.*

Champion: Ruth Kowal

Start Date:	06/12/2000
Desired Completion Date:	02/01/2006
Completed:	

Action Steps: Confirm process, prioritize collection, identify funds and complete conversion.

Results/Benefits:

Provide single point of access both internally and remotely. Speeds up responding to public inquiries. Will facilitate the inventory process.

ACCOPRESS®

25070	YELLOW
25071	BLACK
25072	LIGHT BLUE
25073	DARK BLUE
25074	LIGHT GRAY
25075	LIGHT GREEN
25076	DARK GREEN
25077	TANGERINE
25078	RED
25079	EXECUTIVE RED

ACCO INTERNATIONAL INC
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